# **Exhibit L**

Matthew's Amazon.com Today's Deals Gift Cards Sell Help

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#### Wholesale Book Deals - Details

Storefront: www.amazon.com/shops/A1SLHDOPWTC48Y

- About
- Shipping Rates
- Shipping Policies
- Tax Information
- Privacy & Security
- Returns and Refunds

For questions regarding products, order delivery, or returns, please contact Wholesale Book Deals Customer Service:

To initiate a return, please visit <u>Amazon's Online</u>
<u>Return Center</u> to request a return authorization from the seller.

For questions about a charge that has been made to your credit card, please <u>contact Amazon</u>. For questions about how to place an order, <u>search Amazon</u> Help.

#### **About Wholesale Book Deals**

Top of Page

Wholesale Book Deals is committed to providing each customer with the highest standard of customer service.

Top of Page

#### **Wholesale Book Deals Shipping Rates**

Listed below are shipping details for Wholesale Book Deals, including the geographies shipped to, the service level offered, and the prices charged. Note that Media Rates are based on shipping a single item. Purchasing multiple media items results in multiple shipping charges.

#### ▼ Shipping rates for all products (excluding Books, Music, Video and DVD)

		Standard			
Continental US Street	ETA	3 - 5 business days			
	per Item	\$0.00			
	per Weight (lbs)	\$0.50			
	per Shipment	\$4.49			
Alaska and Hawaii Street	ETA	3 - 7 business days			
	per Item	\$0.00			
	per Weight (lbs)	\$0.50			
	per Shipment	\$4.49			
US Protectorates Street	ETA	4 - 8 business days			
	per Item	\$0.00			
	per Weight (lbs)	\$0.50			
	per Shipment	\$4.49			
Canada	ETA	5 - 10 business days			
	per Item	\$0.00			
	per Weight (lbs)	\$0.00			
	per Shipment	\$0.00			
Europe	ETA	10 - 20 business days			
	per Item	\$0.00			
	per Weight (lbs)	\$0.00			
	per Shipment	\$0.00			
Asia	ETA	10 - 16 business days			
	per Item	\$0.00			
	per Weight (lbs)	\$0.00			
	per Shipment	\$0.00			
Outside US, Eur., CA, Asia	ETA	10 - 20 business days			
	per Item	\$0.00			

#### Recent Feedback: \*\*\*

4.9 stars over the past 12 months (187 ratings)

#### Previous Page | Next Page

Wish

List ▼

**5/5:** "The order came in just as advertised."

Andrew Cammack, January 24, 2014

**5/5:** "OUTSTANDING service! wts"

William T., January 23, 2014

5/5: "Would do business again with this seller.

I would like to see tracking on future deliveries."

Donna V., January 23, 2014

3/5: "Shipping was HORRENDOUSLY slow. Thank you for keeping me waiting. Ships from Malaysia. Arrived before "scheduled arrival" by 2 days but this is just too slow, especially for selecting "expedited". Book was as expected."

John August, January 22, 2014

5/5: "Product as describe."

Som, January 21, 2014

4/5: "thank you"

Ruth V., January 21, 2014

5/5: "I got my book within four days of ordering it, even with a little problem with the shipping address. They took care of the problem with the delivery promptly and I would definitely recommend ordering books from them!!"

Alicia C., January 20, 2014

2/5: "Textbook orderd said it shipped in the U.S. Shipping label was from Malaysia. The book has the look and feel of something copied illegally. It has the correct content, but I doubt it's authenticity."

Bored, January 19, 2014

Previous Page | Next Page

\$0.00

#### ▼ \* Shipping Rates for Books, Music, Video and DVD

Case 1:14-cv-03174-DAB-SDA

	Domestic Standard 4 - 14 business days	Faster Domestic Standard 3 - 5 business days**	Domestic Expedited 2 - 6 business days	Faster Domestic Expedited 1 - 3 business days**	Two Day 2 business days	One Day 24 hours	International Standard 21 - 42 business days	
Books	\$3.99	\$3.99	\$6.99	\$6.99	\$14.95	\$19.99	\$16.95	
Books over 1 lb.	\$3.99	\$3.99	\$6.99	\$6.99	\$14.95	\$19.99	\$24.95	
CDs, Cassettes, Vinyl	\$3.99	\$3.99	\$6.19	\$6.19	\$14.95	\$19.99	\$14.95	
VHS Videotapes	\$3.99	\$3.99	\$6.19	\$6.19	\$14.95	\$19.99	\$14.95	
DVDs	\$3.99	\$3.99	\$6.19	\$6.19	\$14.95	\$19.99	\$14.95	

<sup>\*</sup> Your shipping fees when buying Books, Music, Videos and DVDs at Amazon Marketplace are fixed according to the type of product you purchase.

Rates are based on shipping a single item. Purchasing multiple items results in multiple shipping charges-there are no "per shipment" and "per item" charges, as there are when you buy directly from Amazon.com.

Region Key

Continental US Continental US states not including Alaska and Hawaii

Alaska and Hawaii

Alaska and Hawaii

US Protectorates

American Samoa, Guam, Marshall Islands, Federated States of Micronesia, Northern Mariana

Islands, Palau, Puerto Rico, and the Virgin Islands (U.S.)

APO/FPO Army Post Office and Fleet Post Office

Canada Canada

Europe

Albania, Andorra, Austria, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Holy See, Hungary, Iceland, Ireland, Italy, Jan Mayen Is., Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Republic of Serbia, Slovakia, Slovenia, Spain, Svalbard,

Sweden, Switzerland, Turkey, Ukraine, United Kingdom and Yugoslavia

Asia

Australia, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, China, Christmas Island, Cook Islands, East Timor, Fiji, French Polynesia, Hong Kong, India, Indonesia, Japan, Kiribati, Lao People's Democratic Rep., Macau, Malaysia, Maldives, Mongolia, Myanmar, Nauru, Nepal, New Caledonia, New Zealand, Niue, Papua New Guinea, Philippines, Samoa, Singapore, Solomon Islands, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Tuvalu, Vanuatu and Vietnam

Outside US, Eur., Brazil, Mexico, South Africa

CA, Asia

Top of Page

#### Wholesale Book Deals Shipping Policies

Unless noted otherwise in the ordering pipeline Wholesale Book Deals ships all items within two days of receiving order You will receive notification of any delay or cancellation of your order.

Top of Page

### Wholesale Book Deals Tax Information

Sales tax is not separately calculated and collected in connection with items ordered from Wholesale Book Deals through the Amazon.com Site unless explicitly indicated as such in the ordering process. Items ordered from Wholesale Book Deals may be subject to tax in certain states, based on the state to which the order is shipped. If an item is subject to sales tax, in accordance with state tax laws, the tax is generally calculated on the total selling price of each individual item, including shipping and handling charges, gift-wrap charges and other service charges, less any applicable discounts. If tax is separately calculated and collected in connection with items ordered from Wholesale Book Deals through the Amazon.com Site, the tax amounts that appear during the ordering process are estimated - the actual taxes that will be charged to your credit card will be calculated at the time your order is processed and will appear in your order confirmation notification.

Top of Page

#### **Privacy & Security**

Top of Page

Amazon knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. By visiting Amazon.com, you are accepting the practices described in Amazon.com's Privacy Notice.

In addition, we want you to be aware that Amazon.com will provide Wholesale Book Deals with information related to your transactions involving their products (including, for example, your name, address, products you purchase, and transaction amount), and that such information will be subject to Wholesale Book Deals's Privacy Policy.

Available for selected items.

#### Privacy Practices 1:14-cv-03174-DAB-SDA Document 26-12 Filed 05/23/14 Page 4 of 4

Wholesale Book Deals values the privacy of your personal data.

See Amazon.com's Privacy Notice

#### **Returns and Refunds**

Top of Page

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